Agency Suggestions for CWW Changes	
Suggestion	Rank
1. Make failure reason codes more helpful: • Create separate codes for each type of W-2 eligibility failure for the 112, lack of verification code. When the 112 code appears, workers must check multiple pages relevant to W-2 eligibility in order to act on the case. • Edit the existing Child Support Non-Cooperation code so that the text tells the worker to check the Absent Parent page. • Edit the over-income code to specify earned or unearned income. Fixing this would increase efficiency. Workers would know precisely why an individual's W-2 ended and not have to check multiple pages searching for correct page.	
2. Simplify case processing for W-2 application denials at the initial eligibility determination. After selecting "No Interview" on the Application/Review Interview Details page, CWW forces you to run through the entire driver flow prior to running eligibility. This is time consuming and it is difficult to complete the responses on the CWW pages for someone we have not interviewed. Pages that require responses include, but are not limited to, the Permanent Demographics for SSN application date, Representative Gatepost, Employment Gatepost, Employment, Asset Gatepost, School Enrollment, etc.	
3. On the link for the look up value of the vehicle, replace of KBB with NADA. KBB is slow and makes you jump through many hoops. I loved the idea of having the link there instead of going to the internet, but now I am going back to NADA.	
4. In the driver flow, put the Pregnancy page before the Absent Parent page. This is a better flow since the Absent Parent page gets scheduled when a Pregnancy page is completed.	
5. Enhance the W-2 Geographical Area Lookup page so workers can enter the case number and have the page auto-populate with address of case and gives the W-2 office. This will save time off of having to enter the entire address. Note: Entering the case number in the Quick Select field shows users the W-2 Geographical Area and office number of the case.	

Additional Suggestions	
Suggestion	Comments
1. Add mainframe non-participation information before the non-cooperation page in CWW. Allows for the system to fail for the 180 day rule if applicable.	Non-cooperation mainframe screens will be addressed during the Work Programs Modernization project.
2. On the school enrollment page, have a section for Learnfare, and if there is a Learnfare referral.	This will be done as part of the Case Based Screens to CWW project.
3. Fix the “Cannot run more than 9 months live” error for W-2 workers when running eligibility.	This would need to be a joint project with DHS and is not a priority currently. This would be a complex and expensive fix.
4. We really need a calendar-based system for entering good cause (as opposed to entering it individually for each activity and each specific date). FEPs should be able to enter good cause before nonparticipation even appears. The good cause entries should include both time and date entries that automatically correspond to scheduled activity times and dates. Activities without a scheduled time (such as independent employment search Not only will this reduce work for FEPs and result in more accurate check issuances, but it will also help identify programs & activities that are not reporting attendance accurately or in a timely manner.	Good cause management will be redesigned during the Work Programs Modernization project.
5. Remove the Consortium's phone numbers on W-2 paperwork/Notice of Decisions. Most consortiums do not do W-2. This is causing long wait times for the IM call centers and bad customer service as we cannot help these clients. Call center workers have to give them a W-2 phone number and this causes the client to become upset as the NOD's have our number.	Can anyone provide an example if a W-2 NOD or letter, or paperwork with the consortium phone number on it?